COMMUNITY PARTNER CONNECTION

Transforming Lives

NEWSLETTER

Winter 2017

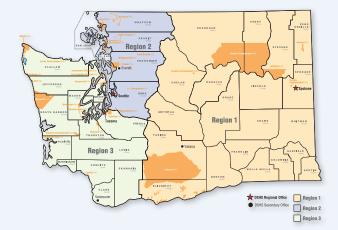
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Washington Connection recognizes faithful partners

The Washington Connection Community Partnership Program has completed its fifth year. With this important milestone, we would like to recognize the Washington Connection Community Partners who have served faithfully from the inception of this program.

We are fortunate to have such great partners who are professional, dedicated and passionate about their work. You have contributed selflessly to the betterment of our shared customers. Your staff attends trainings and participates in essential surveys, which continue to influence and shape the functionality and effectiveness of Washington Connection. Through your engagement, families are receiving the needed benefits to feed and clothe their children; obtain medical care; receive education and training; pay rent; and gain employment.

We would like to recognize the following organizations for their dedicated partnership during the past five years. We value these partners and look forward to making a difference in your communities for years to come.

- Aging & Long Term Care of Eastern Washington
- Alcohol Drug Help Line
- · Asian Counseling & Referral Service
- Associated Ministries
- Atlantic Street Center Youth & Family Programs
- Bellevue College
- Bellingham Technical College
- Benton Franklin Community Action Connection
- Benton Franklin Department of Human
- Benton Franklin Head Start
- Blue Mountain Action Council
- . Boys & Girls Clubs of King County
- Bright Beginnings for Kittitas County
- Brigid Collins
- Cares of Washington
- Cascadia Community College
- Catholic Community Services
- Center for MultiCultural Health
- Center of Independence
- Central Kitsap Food Bank
- Central Washington Comprehensive Mental Health
- Centralia College East
- Child Care Resources
- Chinese Information and Services Center
- Christ Community Free Clinic
- Citrine Health
- City of Kent
- Coalition for Refugees from Burma
- · Columbia Basin College
- Columbia County Rural Library District
- Community Action Center
- Community Action Council of Lewis, Mason & Thurston Counties
- · Community Action of Skagit County
- Community Colleges of Spokane Institute for Extended Learning - Newport Center
- Community Health of Central Washington
- Community HealthPlan of Washington
- Community Services of Moses Lake
- Congregation for the Homeless
- Consejo Counseling and Referral Services
- Country Doctor Community Clinic
- Cowlitz Family Health Center
- · Crossroads Housing
- Deaf Blind Service Center
- Downtown Emergency Service Center

- Eatonville Area Council / Family Agency
- Edmonds Community College
- El Centro de la Raza
- Employment Security Division
- Entiat Valley Community Services Food Bank
- Evergreen Children's Association (Kids CO)
- Family Empowerment
- Family Resource Center
- Family Unlimited Network Fun
- Family Works
- FareStart
- Ferndale Resource Center
- Garfield County Memorial Hospital
- Garfield County Aging & Disability Resource
- Goodwill Industries of the Olympics and Rainier Region
- Grant County Health District
- Grays Harbor College
- Greater Lakes Mental Healthcare
- Helpline House
- Highline Community College
- Hopelink Services
- · Horn of Africa
- · Housing Authority of Okanogan County
- Human Response Network
- Island County Human Services
- Jefferson County Library
- Kawabe Memorial House
- King County Libraries
- King County Public Health
- Kitsap Community Resources
- Kitsap County Health District
- Korean Women's Association
- Literacy Source
- Lopez Island Family Resource Center
- Lutheran Community Services Northwest
- Maple Valley Community Center
- Mid-City Concerns Senior Center
- Mt. Baker Housing Association
- North Mason County Resource Center
- Northwest Indian College
- Ocean Beach Hospital
- Okanogan County Community Action Council
- Opportunity Council
- People for People
- Pierce County Libraries
- Refugee and Immigrant Services Northwest
- Refugee Women's Alliance
- Rural Resources Community Action Agency



- Sea Mar Community Health Centers
- Seattle Chinatown International District PDA
- Seattle Goodwill Industries
- Seattle Housing Authority
- Seattle Indian Health Board
- Seattle Jobs Initiative
- Second Step Housing
- Senior Services of Snohomish County
- Serenity House of Clallam County
- Shoreline Community College • Skagit Valley College
- SkillSource (Othello)
- Snoqualmie Valley Hospital
- Society of St. Vincent De Paul
- South Kitsap Helpline
- South Seattle Community College
- South Sound Outreach Services • Spokane Neighborhood Action Partners
- Spokane Public Library
- Sundown M Ranch
- Tacoma-Pierce County Health Department
- The Arc of Grays Harbor County
- The Arc of Snohomish County • The Coffee Oasis/Hope in Christ Ministries
- Thurston County Food Bank
- TRAC Associates
- Transitional Programs for Women
- Tri-Cities Community Health • Ukrainian Community Center of Washington
- Upper Skagit Tribe • Urban Grace
- Valley Cities Counseling & Consultation
- Vine Maple Place
- Vision House • Walla Walla Community College
- Wellness House
- WellSpring Family Services
- Whatcom Community College
- Whatcom County Library System • White Center Community Development Assoc.
- WithinReach
- Women's Resource Center of North Central
- Yakama Nation Library
- Yakima Valley Council on Alcoholism
- Yakima Valley Farm Workers
- Yakima Work Opportunity Center
- Year Up
- Yesler Community Center
- YouthCare
- YWCA of Lewiston, ID/Clarkston, WA

Tax assistance through 211

Washington Information Network (WIN) 211 has partnered with the Washington State Department of Commerce to help Washington residents get ready for tax day.

Times are tough. A little extra money in your pocket makes a big difference. If you earned less than \$54,000 in 2016, you may qualify for the Earned Income Tax Credit, which could add as much as \$6,000 to your federal income tax refund.

Could you use a little extra money to make life easier? Workers who qualify for the EITC – Earned Income Tax Credit must file a federal income tax return even if they do not have a requirement to file. Learn more about this valuable tax credit by calling your local 211 information and referral specialist beginning Jan. 30, 2017.

Your local 211 can also connect you to find a free tax preparer near you. The Volunteer Income Tax Assistance (VITA) program

The IRS will begin accepting and filing tax forms Jan. 23, 2017. Tax returns are due April 18, 2017.

offers free tax help to people who generally make \$54,000 or less; persons with disabilities; and limited English-speaking taxpayers who need assistance in preparing their own tax returns. IRS-certified volunteers provide free basic income tax return preparation with electronic filing to qualified individuals. Call 211 today to find a site near you.



A Decade of Excellence

Connecting People to Answers: 10-Year Anniversary

Since its inception in 2006, WIN 211 has handled more than three million connections to communities through social and health and disaster services. With our state's key community leaders and public officials, 211 gathered from 5:30 p.m. to 7 p.m. Tuesday, Jan. 31 at the Governor's executive residence to celebrate the forming of WIN 211 and our statewide system that has provided a decade of service to its residents. Guests heard from our founding members and sponsors about 211's important role, which is to simply connect people at important moments in their lives with the services they need delivered by trustworthy, reliable and caring people.

To learn more, please contact Tim Sullivan, WIN 211 program manager, at 509-654-7866 or tsullivan@pfp.org.





211 is the 911 of the Human Services System

- Washington Information Network (WIN) 211 provides one simple phone number to access state and local health and human services for Washington's 7.1 million residents. Anyone in need of a referral can simply dial 211 or visit www.WIN211.org to access one or more of the 5,127 community organizations that provide nearly 17,065 vital services in the state. WIN 211 provides access to the full range of services statewide, regardless of who provides those services, or where in the state they are located.
- In 2015, the 211 system responded to 256,763 calls and 322,099 searches on the online website.
- 211 directs more than 980 residents each day to both large and small local nonprofit and faith-based organizations who would not be able to find them any other way.
- 211 call centers are a key resource during times of crisis and disaster.

For more information about 211, please visit www.WIN211.org



REGION 1 continued

DSHS, Washington Connection and People for People partner to provide Basic Food program outreach and assistance

People for People, through a partnership with DSHS, is proud to serve as the Basic Food Outreach Program (BFOP) Master Contractor for the eastern region of Washington state. The goal of this program is to raise awareness of nutrition assistance and the benefits Supplemental Nutrition Assistance Program (SNAP – called Basic Food in Washington state) provides to eligible households resulting in increased access to the program and decreased food insecurity in the region.

People For People is working directly with nine other nonprofit service providers (see table below) in the eastern Washington region with the goal of providing comprehensive Basic Food program education and assistance to help ensure that individuals and families who are eligible and in need of food assistance are connected to the program.



AGENCY	COUNTY LOCATED	COUNTIES SERVED
Blue Mountain Action Council (BMAC)	Walla Walla	Walla Walla and Columbia Counties
Community Action Center (CAC)	Whitman	Whitman County
Family Resource Center of Lincoln County (FRC)	Lincoln	Lincoln County
Frontier Behavioral Health (FBH)	Spokane	Eastern WA *(Spokane, Stevens, Pend Oreille , Ferry Counties)
Greater Spokane County Meals on Wheels (GSC)	Spokane	Spokane County
Loon Lake Food Bank & Resource Center (LLFB)	Stevens	Stevens county
People For People (PFP)	Yakima	Asotin, Chelan, Douglas, Okanogan, Lincoln, Adams, Whitman, Garfield, Columbia Kittitas, Klickitat, Benton, Franklin, Grant, Walla Walla and Yakima Counties
Rural Resources Community Action (RRCA)	Stevens	Stevens, Ferry, Pend Oreille, Whitman Counties
Tri Cities Community Health (TCCH)	Franklin	Benton, Franklin and parts of Walla Walla Counties
Triumph Treatment Services (TTS)	Yakima	Yakima County

^{*}To be connected to any of the agencies listed, simply call 211 or 877-211-5445

People for People strengthens communities by providing opportunities that empower people to lead self-sufficient and enriched lives.

YWCA Spokane celebrates women and domestic violence survivors

As a part of the December First Friday Art Walk, YWCA Spokane hosted a celebration of women and domestic violence survivors through art. A sculpture, **Refuge**, dedicated to the fortitude of domestic violence survivors and their journey towards a new beginning was unveiled during the event. A local supporter commissioned the sculpture for permanent installation at YWCA Spokane.

We had a fantastic turn out from the community. Photos from the art walk and additional information about the sculpture is available at www.YWCASpokane.org. Press coverage with additional information is also available at www.Spokesman.com.



EBT Bonus Card Program

Get 50 percent off fruits, vegetables this winter

This winter, there is an easy way for shoppers using EBT to eat healthy and not break the bank. Pike Place Market Highstall vendors Manzo Brothers, Sosio's Produce and Choice Produce all offer a 50-percent discount on fruit and vegetable purchases through May 31, 2017 as a part of the Bonus Card Program. Applications are available 9 a.m. to noon Monday through Wednesday at the PDA main office, 85 Pike St., Room 500, Seattle, WA 98101. For more information, visit http://pikeplacemarketfoundation.org/what-we-do/food-access-program/





Partnering for safety

Skagit Domestic Violence & Sexual Assault Services is partnering with local law enforcement to prevent domestic violence homicides county-wide. Through the Skagit Lethality Assessment Program, responding officers will identify victims at greatest risk for DV-related homicides and serious, near-lethal injury and connect them to immediate DV services. An individualized safety plan will be developed and combined with comprehensive services proven to create safer families and neighborhoods. This effort is part of a larger "Safe, Healthy and Resilient Families" initiative to prevent interpersonal violence and end the cycle of family violence in our community.

Skagit DVSAS provides free and confidential services to victims of domestic violence and sexual assault; including a 24-hour crisis line, an emergency shelter for domestic violence victims, medical and legal advocacy, advocacy-based counseling, support groups, resource referral, children's groups, education and prevention at local schools and help finding community resources.

Seattle Jobs Initiative (SJI) celebrates 2016 accomplishments

Seattle Jobs Initiative (SJI), entering its 20th year of service, offers low-income individuals training that leads to college credentials and living-wage careers, while simultaneously providing wrap-around support services to participants through community partnerships.

On Nov. 1, SJI convened its partners in the community – service providers, higher education, government and employers – for its annual community celebration to recognize their accomplishments in 2016. As a Basic Food Employment & Training (BFET) provider, SJI recognized program participants for their outstanding dedication and achievements. An especially poignant moment came when Roberto, a single father who transitioned from homelessness to stability garnered through navigation support to obtain a new surgical technician credential and career, shared how

the program had changed his and his son's lives. At the close of the evening, Seattle Mayor Ed Murray remarked on the power of partnerships to provide holistic support, which increases opportunities for individuals to move out of poverty to self-sufficiency.

SJI's mission-driven work would not be possible without support from the City of Seattle, Washington's Department of Social and Health Services, higher education partners including the Seattle College District and community-based organizations. As the organization expands southward in 2017, SJI is excited to increase impact. Information about SJI's programs and policy work are available online at www.seattlejobsinitiative.com or call (206) 859-4874 for program outreach.



Makah senior program

By Maureen Woods, Makah Senior Program Coordinator

On Oct. 5, 2016, the Makah Community Hall hosted the Makah Senior Health & Information and Veterans Benefits Fair. A total of 99 participants attended the fair with everyone participating in the event's information and assistance. During the event we assisted 23 actual members in enrolling: the Makah Indian Health Clinic staff ensured everyone in attendance was a Medicare enrollee; 10 were veterans with service connection; 10 participants received their flu shot; five were referred to DSHS for services; three were referred to wills and estate planning; and three were connected with caregivers assistance programs.

The benefits fair was possible due to the successful collaboration of the following agencies:

- Olympic Area Agency on Aging
- Department of Social & Heatlh Services Mobile Community Service Office
- Makah Health & Wellness Program
- Makah Food Bank
- Makah Sophie Trettevick Indian Heath Center
- Veterans Affairs with Lavada Anderson Suquamish Tribes Veterans Resource
- Support Enforcement Officer
- Tribal Liaison Kathy Lake-Baker
- Makah Environmental Health
- Makah Family Serivces
- Makah Housing Authority
- Makah Realty Program

Cherish Our Children raises \$20,000 for Christmas presents

By Emily Foster, Talking Raven Editor Quileute Tribe

In its 15th year, Cherish Our Children brought in \$20,637.87 to purchase Christmas gifts for the youth of La Push and Forks. The program raises its money from a live and silent auction, dinner, bake sale and 50/50 drawing, and then splits all the proceeds between the two communities for their gift-giving programs.

The Cherish Our Children committee began meeting in October to plan for the big event and start soliciting donations. Some of the hundreds of items donated included baked goods, artwork, woodwork, cedar baskets, gift certificates, gift baskets, jewelry, toys, household items and much more.

As for monetary donations, for the third year in a row, Foster Pepper, PLLC generously donated \$5,000; Forks Outfitters gave \$500 in gift cards, which supplied the great auction items; Umpqua Bank gifted \$300; First Federal gave \$250; and Barry Swanson Trucking contributed \$100.

Here are some notable highlights:

- Vendors lined the perimeter of the Akalat Center to sell food, crafts and other items. This provided an opportunity for event attendees to shop for Christmas gifts while supporting local businesses and artists.
- The dinner menu included fry bread, Indian tacos, spaghetti, and smoked salmon fettuccini.
- For her Forks High School senior project, Hailey Woodruff organized a bake sale table at the event, which drew in a record-high \$448.76.
- The 50/50 drawing raised \$213.00 for Cherish Our Children.
- Santa Claus also made an appearance to take photos with children and families.

Numerous community members contributed their time with planning, collecting donations, helping set up and clean up, and filling in at various jobs at the event. A few groups also volunteered: Forks Police Cadets helped with the live auction; volunteers

from the U.S. Coast Guard Station Quillayute River served food in the kitchen; and Umpqua Bank employees donated their cashiering services so the checkout process would go

smoothly.

Sandy Heinrich, a member of the *Cherish Our Children* committee, said, "We had a great turnout with lots of wonderful items donated to the auctions, especially the live auction. It was great to see the two communities come together for the festive annual fundraiser that benefits the children of the West End. We are most appreciative of the generous donations from our local businesses and agencies as well as from around the Pacific Northwest. We couldn't sponsor a successful event without their generosity!"

The Cherish Our Children committee urges others to join next year in the planning and organization of the event. They could use additional help along with some fresh ideas from new members. If you would like to be included on the committee's email list next year to receive notices about meetings, contact Jessica Mansfield at jessica.mansfield@qvschools.org or call (360) 374-6262, ext. 256.



REGION 3 continued

Gift Giving Day in La Push

By Emily Foster, Talking Raven Editor Quileute Tribe

Staff from the Quileute Human Services Department joined the 2016 Cherish Our Children committee to organize Gift Giving Day. The funds raised at Cherish Our Children purchase all the gifts for the tribe's annual Gift Giving Day. Karen Beyer, a

long-time member of the committee, was responsible for shopping and organizing gift distribution, but decided to hand the reins to another group this year.

Gift Giving Day, which took place on Dec. 18 at the Akalat Center, provided parents, grandparents and guardians the opportunity to pick out and wrap presents for their children. Some differences compared to past years included a check-in and check-out system and three age categories. Toys for Tots also donated one gift per child and those items were bundled with gifts from the tribe. Quileute Tribe also handed out sweatshirts. The volunteers distributed gifts to 251 youth, ages birth to 18.

To improve Gift Giving Day in 2017, committee member Kala Jackson explained, "We welcome any constructive feedback, especially gift ideas for kids. We hope to initiate

> something in the future to get a better gauge for what kids actually want and hopefully be able to align the gifts we

purchase with what kids are asking for, within the budgeted amounts."





A Decade of excellence connecting people to answers

By Kelly Schwab, Program Supervisor Crisis Clinic of the Peninsulas/2-1-1

Peninsulas' 211 began taking calls Oct. 9, 2006, as part of Washington Information Network (WIN) 211 and serving Clallam, Grays Harbor, Jefferson, Kitsap, Mason and Pacific Counties. Verification of resource information is completed annually or as needed to keep it correct and up to date. In addition to taking the calls and maintaining the resource database, Peninsulas' 211 provides reports to local nonprofit agencies and governmental offices detailing the demographics of callers, the resources to which callers are referred, and unmet needs within the community.

You can access Peninsulas' 211 by calling 211 or toll-free at 866-736-9634 from 8 a.m. to 4 p.m. Monday through Friday. If you call after hours, you will be given the option of talking to the Crisis Clinic of the Peninsulas, where a trained volunteer will help you find the resources you need using the 211 database. Alternatively, you can access statewide resources online at http://win211.org/search; the WIN 211 website has been recently redesigned to provide increased functionality, enhanced ease-of-use, a mobile-ready design and a new clean theme.

Washington Connection

Tips & Hints

Effective Oct. 17, 2016, all Washington Connection SAW account users are required to enroll in Multi-Factor Adaptive Authentication (MFA). This process takes just a couple of minutes and is required at initial set up or after account unlock request.

Phone Enrollment

During adaptive enrollment, users are required to complete the Phone Enrollment page. On this page, users enter the type of phone number used to verify their identity in the first box. Examples of types of phone numbers are work,

home, cell, etc. When users enter their phone number in the Phone Number field. enter the number only with no special characters or spaces (ex: 3605559999)

Identity Authentication

There are three ways users can verify their identity through the Identity Authentication process (phone, email



or challenge questions). The system's risk engine determines and displays the user options. If the system determines a high risk, users will have the option to verify their identity through email or phone regardless of whether the user chose to have the system remember their computer. Challenge questions will appear when a low risk is determined.

Changes to child care subsidy programs:

Stability and quality care for children



went into effect in 2016 and the reasons behind them: A family receiving child care subsidies is no longer required to report most changes in employment, hours or income. After program eligibility is established, eligibility continues for 12 months regardless of changes in parent activity or household circumstances. Families lose eligibility only if their income exceeds 85 percent of the state median income (roughly 300 percent of Federal Poverty Level—FPL) or when resources exceed \$1 million. A family that is over-income at reapplication continues to be eligible for subsidy for

three months as long as their income is under 220 percent FPL.

quality early learning opportunities. Here are the major changes that

Why? To provide greater continuity of care for children and families: Maintaining a daily relationship with a familiar caregiver helps children to feel safe and supports optimal child development. Twelve-month subsidy eligibility ensures that children do not have to leave a child care placement due to changes in parents' employment, schedule or income. It also supports parents who may have lost employment while they search for work.

• To receive subsidy payment for care of children below school age, licensed child care providers must meet Early Achievers standards. These standards required that providers enroll in Early Achievers – Washington's quality rating and improvement system - by Aug. 1, 2016 and achieve certain progress and performance standards between now and 2019. In addition, license-exempt Family, Friend and Neighbor (FFN) caregivers will be subject to additional requirements and more extensive background checks beginning no later than October 2017.

Why? To achieve improved quality of care for young children in lowincome families: Early Achievers is the state's child care quality rating and improvement system. Support provided by Early Achievers includes higher subsidy payment rates as the provider moves up through the rating scale. Providers also receive free training, coaching and technical assistance, among other resources. When they are ready, child care providers ask to be assessed and are rated on a scale of two to five by staff from the University of Washington. The quality of the adult-child interactions and the environment determine the rating. Ratings are public information that will be available to families through Child Care Aware and Child Care Check. The ratings will support families in locating high-quality learning and care for their young children.

Families may apply for child care subsidies online at www.WashingtonConnection.org or by calling the Statewide Customer Service Contact Center at (877) 501-2233.

Apple Health (Medicaid):

Looking for good stories to share

looking for stories for its "Share Your Story" project. Specifically, HCA is looking for individuals whose lives have changed for the better because they have Washington Apple Health (Medicaid) coverage, so they can be used to build a collection of stories that describe in very concrete terms how a client or their family has been positively affected by the Apple Health program.

The Washington State Health Care Authority (HCA) is

The story can be about how someone avoided bankruptcy because they obtained coverage, or describe how their health (or a family member's health) condition was improved or preserved. It may be as simple as someone having peace of mind knowing they have health coverage and now can focus on other areas of their life, such as raising a family, attending college or pursuing a dream.

These stories may come from the patients themselves, from their providers, community health workers, assisters or even friends. With the

storyteller's permission, the individual's testimonial will be featured on HCA's website as a blog article, in a video, on printed materials or their stories and photos could appear



You can watch one of our recent success stories on video, "This is Caleb https://www.youtube.com/watch?v=mPZ1NV5giKo

on various "Share your Story" web pages, similar to "Voices of a Healthier Washington" (www.hca. wa.gov/about-hca/healthier-washington/voices-of-ahealthier-washington/listing).

As a token of appreciation, storytellers who are selected will receive a \$50 gift card. The first step for anyone willing to share their experience with the public is to email HCA at ahcommunications@ hca.wa.gov and provide a summary of their story, their full name and contact information. Someone from HCA will review the submission to determine whether to follow up with an interview.

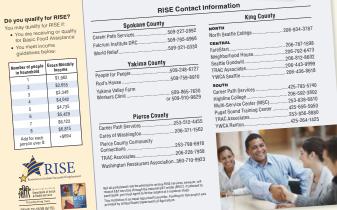
If you would like to help spread the word, you can download a flier at www.hca.wa.gov/assets/free-orlow-cost/19-035.pdf to print and give to individuals who you think might be interested.

HCA appreciates our partnership in gathering inspiring stories about how Washington Apple Health coverage has impacted the lives of our clients!

DSHS seeks to enroll participants in RISE pilot study

The RISE Project is designed to fill the gap currently experienced by BFET participants who face multiple barriers and lack the needed work experience to obtain employment that results in self-sufficiency. The pilot will emphasize barrier reduction through the following services.





The pilot will emphasize barrier reduction through the following services:

- A standardized approach to comprehensive case management leading to self-sufficiency.
- Opportunities to sharpen personal skills through Strategies for Success training.
- Opportunity for employment and training to offer SNAP recipients work-based learning activities.

Eligible participants will receive services through BFET or RISE as randomized for the pilot study. Eligible participants will:

Live in one of the four pilot counties:

- Pierce
- King
- Yakima
- Spokane

Be one of the following target populations:

- Veteran
- Homeless
- Long-term unemployed
- Limited English Proficiency
- Non-custodial parent with child support payments in arrears.

If participants meet the eligibility criteria above, please refer them to the following website for information to contact providers in each participating RISE pilot county: https://www.dshs.wa.gov/esa/employment-andtraining-programs

Partnership in focus

Are you a Washington Connection Community Partner? Does your organization have an inspiring community story or an upcoming event to share? Would you like to share your short story in this newsletter? Please contact Stephanie Hill at Stephanie.Hill@dshs.wa.gov for more information.

